

**WESTERN NEW YORK  
REGIONAL INFORMATION CENTER  
CHAPTER 793 PLAN  
2015 – 2018**

***Progress Report as of May 18, 2017***

***Progress since last WNYRIC Advisory Council Meeting is in red ink and italics***

***Objective 1: 1.2, 1.3***

***Objective 2: 2.1, 2.3, 2.4***

***Objective 4: 4.5***

***Objective 5: 5.4, 5.5, 5.7***

***Objective 6: 6.1***

***Objective 7; 7.1, 7.2, 7.3, 7.4, 7.5***

### **793 Plan for 2015 – 2018**

**Objective 1: Provide a secure, robust, cost effective infrastructure at WNYRIC, in the cloud, as well as in the district as appropriate.**

| <b>Goal/Activities Needed to accomplish objective</b>  | <b>Timeline/Start End</b>           | <b>Completion Criteria/Evidence of Progress<br/>Reported by</b> | <b>Completion Criteria/Evidence of Progress</b>   |
|--|-------------------------------------|---|---|
| <b>1.1 Continue to design, implement and advocate for the most flexible, cost effective, resilient, redundant, secure and robust bandwidth (network connectivity) for each</b> | <b>July 1, 2015 – June 30, 2018</b> | <b>Broadband Steering Committee</b>                             | <b>The most flexible, cost effective resilient, redundant and robust internet and school district intranet network is in place.<br/>Preparation for new broadband contract is underway.<br/><br/>Committees have been established and are currently meeting quarterly.<br/>Our current focus is to:</b> |

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| school district and BOCES through competitive bidding practices  |                              |  | <ul style="list-style-type: none"> <li>- Analyze past and present bandwidth usage and determine future bandwidth needs.</li> <li>- Gather information on Broadband funding sources at the federal and state level.</li> <li>- Research current and emerging broadband technologies.</li> </ul> <p>Meeting quarterly—Looking at cost analysis on current and future broadband needs. Use resources to increase bandwidth as needed or use resources to use current bandwidth more efficiently. Cost analysis between leasing, Lit &amp; Dark Fiber vs owned Dark Fiber</p>                         |
| 1.2 Continue to review and implement cost effective Disaster Recovery and Business Continuity initiatives for applicable Tier 1 applications and continue to design DRBC strategies for Tier 2 applications based on time of recovery needs. | July 1, 2015 – June 30, 2018 | DR Steering Committee                                | <p>Continued enhancement of DR readiness for WNYRIC Tier 1 applications with DR cycle testing in place and Tier 2 applications DR readiness complete based on required time of recovery needs.</p> <p>In the process of updating the Disaster Recovery Plan.</p> <p>Disaster Recovery Plan updates and revisions taking place.</p> <p>Finalized contract for a Co-location Data Center that ensures a viable option for DR/BC initiatives.</p> <p>Disaster Recovery Plan Updates and Revisions taking place.</p> <p><i>Exploring Second Co-Location site for additional DR and redundancy</i></p> |
| 1.3 Implementation of centralized, cost effective network security tools for wide area network and local area networks security.   | July 1, 2015 – June 30, 2018 |  | <p>Goal is realized as the most effective security measures are put in place on our network based on recent or future network threats. These security measures are implemented by WNYRIC network engineering staff in the local school districts, as necessary.</p> <p><i>Completed procurement of next generation network and endpoint security solutions to provide broadband districts with higher performance firewalls. Configuration and deployment of these new solutions is in progress.</i></p>  |

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| <b>1.4 Implement Change Management to effectively communicate with end users and staff regarding process or technical changes to avoid downtime or outages.</b> <ul style="list-style-type: none"> <li>○ Configuration Management</li> <li>○ Release Management</li> </ul> | <b>July 1, 2015–<br/>June 30, 2018</b>  |  | <p>Change Management is in place and ITIL (Information Technology Infrastructure Library) best practices are in place and communicated to the field.</p> <p>Looking at solutions for change management at the campus networking level.</p>   |
| <b>1.5 Enhance how stake holders are informed of bandwidth utilization trends to better prepare and implement optimization strategies to optimize bandwidth availability</b>   | <b>July 1, 2015 –<br/>June 30, 2018</b> |  | <p>Reporting four times a year at Advisory Council, Standards, DL consortium, and Technology Coordinators.</p> <p>Collaborative meetings with BOCES partners.</p> <p>Bandwidth utilization tools are available ad hoc to appropriately trained district and BOCES personnel. Analysis of the reports and planning to incorporate optimization strategies is available from WNYRIC technical teams.</p> <p>Solarwinds updated and looking to provide training video or WebEx training session to districts</p>  |
| <b>1.6 Research, design and implementation strategies are shared to ensure a robust managed wireless network is in place in school districts and BOCES</b>   | <b>July 1, 2015 –<br/>June 30, 2018</b> |  | <p>The most flexible, cost effective resilient, redundant and robust centrally managed wireless network is in place which can support the school district and BOCES needs.</p> <p>Over the past 12 months, several schools have transitioned to one access point per classroom. The increased Erate and Smart Schools bond act funding has accelerated the expansion of wireless coverage in schools. This expansion is likely to increase further over the next 12 to 24 months until every school has at least one access point per classroom.</p> <p>802.11 AC Wave 2 has been released and the expansion continues towards an AP per classroom. Erate and Smartschools funding will drive the expansion over the next 12 to 24 months.</p> |

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|---|-------------------------------------|---|--|
| <b>1.7 Enhance communication methods to school district customers to inform efficiently and effectively</b>                                 | <b>July 1, 2015 – June 30, 2018</b> |   | <b>Efficient and effective communication methods are in place and proven effective through customer feedback.</b>  |
| <b>1.8 Continue work with other BOCES/RICs and districts to find cost effective ways to deliver internet bandwidth and network security</b> | <b>July 1, 2015 – June 30, 2018</b> |   | <b>Cost effective methods are in use by customers.</b>   |
| <b>1.9 Improve network infrastructure, security, and management options for public libraries by connecting to district broadband</b>        | <b>July 1, 2015 – June 30, 2018</b> |   | <b>Connections to public libraries requested to school districts are in place<br/>Currently two library to school connections are in place and future library to school connections are in the planning phase.<br/>Currently meeting with public libraries to develop a cost-effective way to increase bandwidth through connections to local schools.</b> |

**Objective 2: Continue to enhance instructional offerings under Common Set of Learning Objectives (CSLO)**

| Goal/Activities Needed to accomplish objective  | Timeline/Start End           | Completion Criteria/Evidence of Progress Reported by | Completion Criteria/Evidence of Progress  |
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| 2.1 Continue to provide new offerings through the statewide RFP process and ensure compliance with Education Law 2d | July 1, 2015 – June 30, 2018 | R & D Team   | <p>All new and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights.</p> <p>The following RFPs were awarded and contracts are being solidified:</p> <p>Newsela<br/>           Choices 360<br/>           Aleks Math<br/>           Learning Ally<br/>           Code Monkey<br/>           Big Brainz<br/>           Lab Disc<br/>           Maker's Empire<br/>           Little Bits<br/>           Lego Education<br/>           Tiggly</p> <p>STEAM RFP received 19 responses and will be awarded at the April Board meeting.</p> <p><i>New STEAM RFP award in April:</i><br/> <i>Accelerate Learning</i><br/> <i>Achieve 3000</i><br/> <i>Allegheny Educational</i><br/> <i>Amplify</i><br/> <i>Bird Brain</i><br/> <i>Interactive Media</i><br/> <i>Keyboarding without tears</i><br/> <i>Microsoft</i><br/> <i>Nearpod</i></p> |

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|   |                              |  | <i>Robokind</i><br><i>Sensavis</i><br><i>Suntex International</i><br><i>TEQ</i><br><i>Thimble</i>   |
| 2.2 Provide online offerings as part of the catalog offerings   | July 1, 2015 – June 30, 2018 | CSLO & Model Schools                                 | <p>Online offerings are in place that support anywhere/anytime learning on the part of teachers. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region.</p> <p>The online academy courses are available for teachers and administrators.</p>   |
| 2.3 Continue to investigate emerging technologies and their instructional uses and implications   | July 1, 2015 – June 30, 2018 | R & D Team   | <p>Pilot Programs are implemented. The following districts plan to engage in pilots for 16-17.</p> <p>Orchard Park, Genesee Valley, Lockport, Wellsville, Alfred-Almond, Williamsville, Belfast, Cuba, Tonawanda, Whitesville, Kenmore-Tonawanda, Cheektowaga Sloan, Eden, Lancaster, Arkport, Clarence, Grand Island, Frewsburg, Westfield, <i>Cheektowaga</i></p>   |
| 2.4 Work with lead agencies that develop and implement regulations to be in compliance with all State and Federal regulations – This includes the tech plan survey tool as well as any necessary support for the Smart Schools Bond Act | July 1, 2015 – June 30, 2018 | CSLO & Model Schools                                 | <p>Compliant policies and regulations are promulgated. All WNYRIC district technology surveys were certified by the September 1 deadline. Approvals from SED have begun going out to superintendents. Smart Schools requirements continue to change and emails are sent out over the list serv with the most up to date information. Reimbursement for Smart Schools continues to be worked on and should open to the field in the next few weeks.</p> <p>Reimbursement for Smart Schools is running smoothly. <i>New features available in the system and guidance on those features will be available soon.</i></p> |

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| 2.5 Collection of data that supports the impact of technology on instruction and student learning                                      | July 1, 2015 – June 30, 2018 | CSLO & Model Schools                                 | <p>Data from program evaluations will be available. Student achievement impact from various software programs on the CSLO software list will be compiled and a repository built.</p> <p>Special research projects will be identified as needed by technology groups throughout the region including the CSLO administrative groups.</p>  |
| 2.6 Continue to investigate and support Science Technology Engineering, Arts and Mathematics (STEAM) initiatives throughout the region | July 1, 2015 – June 30, 2018 |  | <p>New RFPs released and awarded. The RIC will continue to work with the local BOCES to provide resources for the school districts in the region.</p> <p>The following products were awarded under the latest STEM RFP:<br/>Aleks Math, Big Brainz, Lab Disc, Maker’s Empire, Little Bits, Lego Education, Tiggly, Code Monkey</p> <p>STEAM RFP had 19 responses and will be awarded at the April Board meeting.</p> |
| 2.7 Enhance communication methods to school district customers to inform efficiently and effectively                                   | July 1, 2015 – June 30, 2018 |  | <p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p> <p>Provide WNYRIC News to school districts</p>   |



**Objective 3: Support anywhere/anytime secure cloud environments to meet districts' needs.**

| Goal/Activities Needed to accomplish objective  | Timeline/Start End           | Completion Criteria/Evidence of Progress Reported by | Completion Criteria/Evidence of Progress   |
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| 3.1 Investigate and support secure cloud based solutions for collaboration.   | July 1, 2015 – June 30, 2018 | IaaS team  | Secure cloud based solutions are in place and supported.<br>Research and development of new and emerging technologies for future implementations.  |
| 3.2 Continue to investigate and communicate research results of work completed related to new technologies to provide anywhere/anytime secure access on any device for all services, users and learners | July 1, 2015 – June 30, 2018 |  | Additional appropriate technologies which may impact network inter-operability complexities are reviewed, proof of concepts conducted, and the technologies are submitted for review and approval to the Standards Committee if appropriate.<br>Additional application services are offered and implemented. |
| 3.3 Enhance communication methods to school district customers to inform efficiently and effectively  | July 1, 2015 – June 30, 2018 | Cloud Service team                                   | Efficient and effective communication methods are in place and proven effective through customer feedback.<br><br>WNYRIC provides, in conjunction with Microsoft and Google, regular updates on Office 365 and GAFE via webinar for schools to stay up-to-date on the latest technologies                    |

**Objective 4: Investigate and implement cost savings and optimization strategies to achieve sustainability in service offerings**

| <b>Goal/Activities Needed to accomplish objective</b>   | <b>Timeline/Start End</b>    | <b>Completion Criteria/Evidence of Progress Reported by</b> | <b>Completion Criteria/Evidence of Progress</b>  |
|---|------------------------------|---|--|
| 4.1 Manage grants that support or enhance the entire WNYRIC region in relation to increased efficiencies and cost containment   | July 1, 2015 – June 30, 2018 |   | Grants are awarded, activities are complete and grant dollars received and distributed.  |
| 4.2 Optimize services by utilizing effective analytic tools.  | July 1, 2015 – June 30, 2018 |   | Use of metrics for trends and growth are in place and utilized to optimize services offered and to improve end user experience.                                  |
| 4.3 Continue to offer robust, cost effective centralized remote access End Point Device Management Solutions to reduce manual desktop support (sneakernet) and optimize instructional time by eliminating downtime. | July 1, 2015 – June 30, 2018 |   | Centralized and cost effective end point device management solutions (SCCM and IBM TEM) are in place, reports reviewed and remediation measures are implemented. |
| 4.4 Research and inform districts and BOCES about technologies that provide for a greener environment   | July 1, 2015 – June 30, 2018 |   | Collaborative solutions are in place that continue to reduce the carbon footprint throughout the region.   |

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| 4.5 Continued utilization of inclusive Microsoft Active Directory to aid in efficient sharing of resources  | July 1, 2015 – June 30, 2018 | Cloud Support  | <p>Effective use of Microsoft Active Directory as the primary and secure authentication source for account management to applications and resources on the shared broadband network, and in the cloud, is in place for ease of use. We continue to on-board Office 365 and Google. There have been an additional six (6) Office 365 and five (5) Google districts added since the last update</p> <p>On-boarded two Office 365 and one Google district.</p> <p><i>On-boarded one Office 365 and one Google district. Additional districts are still interested and scheduling installs.</i></p> |
| 4.6 Implement regulations to be in compliance with all State and Federal regulations – including any necessary support for the Smart Schools Bond Act | July 1, 2015 – June 30, 2018 |  | Compliant policies and regulations are promulgated.   |
| 4.7 Enhance communication methods to school district customers to inform efficiently and effectively  | July 1, 2015 – June 30, 2018 |  | Efficient and effective communication methods are in place and proven effective through customer feedback.  |

**Objective 5: Develop and provide data systems, processes and services in support of administration, accountability and or instructional improvement**

| <b>Goal/Activities Needed to accomplish objective</b>  | <b>Timeline/Start End</b>           | <b>Completion Criteria/Evidence of Progress Reported by</b> | <b>Completion Criteria/Evidence of Progress</b>   |
|--|-------------------------------------|---|---|
| <b>5.1 Support the process for and data needed for interim and online assessments</b>          | <b>July 1, 2015 – June 30, 2018</b> | <b>Data Integration team</b>                                | <p>Data services for interim and online assessments are provided.</p> <p>Data for STAR, iReady, eDoctrina and Castle Learning are provided as part of the base data integration service.</p>  |
| <b>5.2 Research and support new data collection requirements</b>                               | <b>July 1, 2015 – June 30, 2018</b> | <b>Data Warehouse team</b>                                  | <p>Information, training and support for new data collection requirements are provided. This includes the ongoing transition for PMF collection, new collections requirements for staff evaluation and for staff and student attendance collection implementation.</p> <p>Data Warehouse, Test Scoring, Student Services teams provide regular updates to DDCs through four meeting/year, as well as, with very active and timely email communication. In addition, a set of 3 training meetings for new DDCs is available as a separate service. WNYRIC personnel are involved in NYSED workgroup regarding AP and IB assessment reporting requirements to comply with anticipated ESSA requirement.</p> |
| <b>5.3 Provide data support for the NYSED EngageNY Portal as requested by school districts</b> | <b>July 1, 2015 – June 30, 2018</b> | <b>Data Warehouse team</b>                                  | <p>Information, training and support for the NYSED EngageNY is provided</p> <p>Data Warehouse Common Data View reports complement and link to NYSED's released question information for current and past 3-8 ELA and Math assessments. Additional information regarding NYS Learning Standards is provided in reports and information provided on WNYRIC Data Warehouse web site.</p>   |



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|   |                              |   | <p>Enhanced reporting to districts by including a new interactive scatter plot report in the WNYRIC Data Warehouse. The report is based on the NYS publicly released School Report Card and 3-8 Assessment Score data sets. It shows NYS assessment information and graduation rates to allow districts to examine and compare their performance to other schools in the area and across the state.</p> <p>Another report recently created is the Three -Year Standard Trend Report that shows aggregated district 3-8 ELA and Math student assessment performance broken down by learning standard. The report details student progress in meeting those standards. WNYRIC's DW team also assisted in the design and testing of a new statewide report to show individual student progress towards meeting graduation assessment requirements.</p> |
| 5.6 Enhance communication methods to District Data Coordinators to inform efficiently and effectively | July 1, 2015 – June 30, 2018 | <p>Student Services team</p> <p>Data Warehouse team</p> | <p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p> <p>Ongoing communication with DDCs from PowerSchool and eSchoolData teams, as well as in conjunction with the Data Support team. Internally, our staff collaborate on communication and problem solving in relation to state data reporting.</p> <p>Data Warehouse, Test Scoring, Student Services, &amp; Student Data Services provide regular updates to DDCs through four meeting/year and an additional set of training meetings for new DDCs. Relevant communications are being regularly posted to the WNYRIC Data Readiness website, including the DDC meeting material.</p>   |
| 5.7 Incorporate data privacy and security information into service delivery                           | July 1, 2015 – June 30, 2018 | Data Warehouse team                                     | <p>Data privacy and security information is provided</p> <p>Districts have been provided an online tool to identify people with access to the data warehouse reports. All districts have been asked to review and update access</p>   |

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|  |                    |  | <p>as needed. Additionally, audit reports are provided as necessary and access is controlled directly by data warehouse team to allow faster response to district access changes.</p> <p>Data Warehouse security is transitioning to a new data access model to provide districts the ability to limit administrative access to students directly served in an administrator's building as opposed to access to all students in the district. District-wide access can be limited to only those personnel who need to see the larger population's data.</p> <p>DW team has begun the implementation of building level security with six districts. <i>All districts will be able to implement building level security by July 2017 and the data warehouse team is reaching out and setting up those districts that have expressed interest.</i></p> |

## Objective 6: Support the initiative for Computer Based Testing (CBT)

| Goal/Activities Needed to accomplish objective         | Timeline/Start End              | Completion Criteria/Evidence of Progress Reported by | Completion Criteria/Evidence of Progress  |
|--|---------------------------------|--|---|
| 6.1 Communicate current NYS requirements regarding CBT | July 1, 2015–<br>June 30, 2018  | Test Scoring Team                                    | <p>Districts are provided appropriate information to successfully implement Computer Based Testing (CBT).</p> <p>Test Scoring team is in regular communication with NYSED and provides communications to and support for the procedures districts must follow to transition to CBT. Continued interaction with test scoring team is necessary to ensure student, course, and staff information is complete and accurate so district data is properly reported and results can be provided to districts and parents. The CBT listserv continues to send out updated information.</p> <p>WNYRIC is providing additional information and support to schools as some move partially or completely to CBT in this first year of operational testing for 3-8 ELA and Math. <i>WNYRIC provided direct support to twelve districts that moved to operational CBT in 2017 and is providing information and data support to more than 100 area schools that are doing stand-alone field testing via CBT this spring. WNYRIC has also provided scoring assistance for districts.</i></p> <p>CBT held 2 roadshows for the region this winter. Weekly call details are sent out over the list serv as well as any updates.</p> |
| 6.2 Provide security within endpoint management        | July 1, 2015 –<br>June 30, 2018 |  | Solutions are in place that provides security for Computer Based Testing within the internet connections, the network and the endpoints.  |
| 6.3 Support CBT vendor solutions                       | July 1, 2015 –<br>June 30, 2018 |  | <p>Vendor provided solutions have been implemented to support CBT in school districts both locally and at a state level.</p> <p>WNYRIC hosted two regional trainings offered from Questar and NYSED in January and March, 2017.</p> <p>WNYRIC has provided additional functionality to test scoring ordering program to allow districts to identify specific buildings and grades needing paper-based materials for testing (in response to revised NYSED guidance).</p>  |



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|   |                              |  | WNYRIC's Test Scoring team members worked with other WNYRIC personnel and with a Questar second-level support team to provide additional support to participating school districts during the administration of the CBT assessments for 3-8 ELA and Math.                |
| 6.4 Implement adequate and redundant infrastructure in the school districts   | July 1, 2015 – June 30, 2018 |  | Effective infrastructure at the districts is in place for CBT.   |
| 6.5 Investigate/research/assist districts with readiness for online assessment use through planning for technology and providing technical expertise and best practices as needed | July 1, 2015 – June 30, 2018 |  | Districts are assisted with readiness for CBT or emerging online assessments. WNYRIC is assisting schools and their data management requirements related to SED's loading of NYSAA-eligible students to system and in the manual input and rostering processes required. |
| 6.6 Enhance communication methods to school district customers to inform efficiently and effectively  | July 1, 2015 – June 30, 2018 |  | Efficient and effective communication methods are in place and proven effective through customer feedback.<br>WNYRIC coordinates regular CBT conference calls, emails and listserv messages on the latest information from SED and Questar.                              |

**Objective 7: Continue to enhance existing management/administrative services with updated functionality and new product offerings**

| Goal/Activities Needed to accomplish objective   | Timeline/Start End                         | Completion Criteria/Evidence of Progress Reported by | Completion Criteria/Evidence of Progress   |
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| <p><b>7.1 Implement and support solutions to meet the needs of school business and Human Resources and Administrative operations and ensure compliance with Education Law 2d</b></p> | <p><b>July 1, 2015 – June 30, 2018</b></p> | <p><b>Finance Services Team</b></p>                  | <p><b>Solutions for Financial, HR and Administrative Services are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary</b></p> <p><b>Migrated another 8 Finance Manager districts to the new version of nVision. Migrated 3 more districts to the nVision product. Migrated 7 more districts to nVision for a total of 18.</b></p> <p><b>Worked with K12 Enterprises on developing NYS reporting in preparation for implementations during the 17-18 school year.</b></p> <p><b>Successfully assisted 78 districts in extracting their APPR scores from the financial software and uploading them to Level 0.</b></p> <p><b>PDP Premier development team has worked on having the features in place to track the CTLE credits according to the new regulations as well as the producing of a course Certificate of Completion</b></p> <p><b>Continue to enhance the tracking of CTLE credits as well as finalizing the design of the Certificate of Completion.</b></p> <p><b>Raptor Visitor Management System is a new offering this year. There are 5 districts implemented on the system at this time.</b></p> <p><b>TPASS Visitor Management System is a new service. Have implemented it in 2 districts.</b></p> |

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|  |                              |  | <p>Webinar Demos were held for Raptor, TPASS, Qware, PDP, Hillyard , Applicant Tracking, Textbook Service &amp; My Learning Plan.</p> <p><i>The Financial Team assisted 91 districts in processing calendar year end government tax and health forms. For 53 of those districts the Financial Team Processed and printed 23,500 W-2's, 2300, 1099's. For 18 districts, the Financial Team processed and printed 4000, 1095's.</i></p> <p><i>The Team is also developing data extraction routines to import data into K12 application for an October implementation.</i></p> <p><i>For 9 districts, the Financial Web Applications Team has process, printed and mailed out 54,000 Budget Mailers according to the NYS regulations regarding the budget process.</i></p> |
| 7.2 Implement and support solutions for the effective management of information about students and ensure compliance with Education Law 2d | July 1, 2015– June 30, 2018  | Student teams  | <p>Solutions for student related data needs are implemented and supported. New and existing contracts have incorporated the data and privacy information provided in Education Law 2d as well as the Erie 1 BOCES Parent Bill of Rights, as necessary.</p> <p><i>A Data Privacy and Security is available for 2017-2018, with seven districts participating.</i></p> <p><i>Data support team is holding End of Year data warehouse workshops on the data collection requirements and the best practices for collecting and reporting data from the source systems, eSchoolData and PowerSchool.</i></p>   |
| 7.3 Implement and support solutions for an expanded website service  | July 1, 2015 – June 30, 2018 | Email and Website services                           | New and enhanced solutions are implemented and supported.   |

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|  |                             |  | <p>The Email team fully supports Lotus Notes, MS Exchange, MS Exchange Online, and Gmail, including email archiving within Vault and Exchange Online Archiving.</p> <p>The Website services team has completed an RFP for websites, mobile, and notification systems. The contracts are currently in negotiation. The Website team will be supporting 2 website software vendors (Blackboard's Schoolwires as well as SchoolMessenger Presence).</p> <p>The Website services team now supports Siteimprove – web software that provides website governance to school districts' websites. Districts can use this tool to improve the quality and accessibility of their website, and the tool does not require a particular website software package to function.</p> <p>Demonstrations were held, both in-person and via webinar for newly supported applications/updates for Blackboard, SchoolMessenger and Siteimprove.</p> <p>Implemented 2 districts on Siteimprove, 2 districts on Connect5i, 1 on the Blackboard Integrated Mobile App, and 1 on SchoolMessenger, with many more in the planning stages.</p> <p><i>Planning to end Blackboard Schoolwires hosting at WNYRIC by 2020 pending new contract approval.</i></p> |
| 7.4 Provide enhanced services in response to emerging customer needs | July 1, 2015– June 30, 2018 | eSchoolData team                                     | <p>Services to respond to emerging districts needs are provided.</p> <p>eSD GuruBoards are being implemented in districts, providing a customized dashboard approach to working with student information. 15 districts have joined the service. <i>There are now 30 districts using GuruBoards or in the process of implementing them.</i></p>   |

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|  |                              | Student and Web teams                                | Districts are beginning to utilize mobile and notification apps that integrate with student data. The student, finance, and web teams are working on learning these new products and services in support of districts.  |
| 7.5 Enhance communication methods to inform constituencies efficiently and effectively | July 1, 2015 – June 30, 2018 | Student Services Team                                | <p>Efficient and effective communication methods are in place and proven effective through customer feedback.</p> <p>Both PowerSchool and eSchoolData Teams provide monthly newsletters and maintain several email lists to keep district staff aware of information relevant to them.</p> <p>Spring user meetings, as well as, End of Year workshops are underway for Student and Finance/HR services.</p> <p><i>Student teams held user group meeting for eSchoolData and WebSmartt, User meetings are scheduled for ClearTrack and IEPDirect at the end of May, early June. PowerSchool team is holding scheduling workshops throughout the region.</i></p> <p><i>The Financial Team has held Spring user group meetings for the following services: WinCap, Finance Manager, nVvision, and PDP, Applicant Tracking and Textbooks.</i></p> |
| 7.6 Incorporate data privacy and security information into service delivery            | July 1, 2015 – June 30, 2018 | <p>Student Services Team</p> <p>Finance Team</p>     | <p>Data privacy and security information is provided</p> <p>Both PowerSchool and eSchoolData teams provide guidance to districts regarding appropriate security measures in relation to data privacy and security. A new school year reminder was sent to the district application coordinator to review access rights for all end users.</p>   |

| Goal/Activities Needed to accomplish objective | Timeline/Start End | Completion Criteria/Evidence of Progress Reported by | Completion Criteria/Evidence of Progress  |
|--|--------------------|--|---|
|  |                    |  | A letter is sent annually to districts using Finance Manager and WinCap to run the analysis report to review permissions and access, as well as, to review the detail of activity by users. |